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|  <p>ADMINISTRATIVE POLICIES<br/>AND PROCEDURES<br/>State of Tennessee<br/>Department of Correction</p> | Index #: 115.01                   | Page 1 of 8 |
|   | Effective Date: September 1, 2008 |             |
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|   |                                   |             |
| Approved by: George M. Little   |                                   |             |
| Subject: STANDARDS FOR VOLUNTEERS AND COORDINATION OF COMMUNITY INVOLVEMENT   |                                   |             |

- I. AUTHORITY: TCA 8-42-101, TCA 9-8-307, and TCA 41-10-101 et.seq.
- II. PURPOSE: To establish a standard for the statewide management of volunteer and community resources.
- III. APPLICATION: Tennessee Department of Correction (TDOC) staff, volunteers, and privately managed facilities.
- IV. DEFINITIONS:
  - A. Director of Volunteer Services: A designated staff person who is responsible for overseeing and evaluating all volunteer services within the Department.
  - B. Local Community Resource Board (LCRB): A board that is established at each institution to coordinate plans for assisting TDOC inmates with needs that can be met by volunteers through approved, organized activities.
  - C. Program Service: A service that is identified in the volunteer services database as labor and workforce development, religion, pre-release, mental health, education, substance abuse, life skills, recreation, or victim services.
  - D. Program Service Coordinator (PSC): The facility coordinator for any volunteer service function. (Pre-release Coordinator, Chaplain, etc.)
  - E. Tennessee Community Resource Board (TCRB): A 17-member Board established by state statute to assist in the statewide development of community and volunteer resources.
  - F. Volunteer: An unpaid individual who has successfully completed the volunteer application and certification process for eligibility to volunteer in any TDOC institution.
  - G. Volunteer Services Coordinator (VSC): The person appointed by the Warden to oversee and evaluate all volunteer services within the institution.
  - H. Volunteer Services Database: An electronic application that has been developed and maintained by the TDOC to coordinate and manage volunteers' work.
  - I. Volunteer Services Training Manual: A manual that contains operating guidelines for PSCs and volunteers.
- V. POLICY: Wardens shall provide for citizen involvement and volunteer service programs for the benefit of staff and inmates.

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VI. PROCEDURES:

- A. The Warden shall designate a staff member(s) to be responsible for coordinating the citizen involvement and volunteer service program.
- B. The *Volunteer Services Training Manual* shall be read and reviewed by each VSC and shall function as the guidelines for the volunteer program. The manual shall be reviewed annually by the Director of Volunteer Services and revised as necessary. The Assistant Commissioner of Rehabilitative Services shall approve all revisions.
- C. The Commissioner, Chairman of the Board of Probation and Parole (BOPP), or their designees shall provide for the appointment of a Tennessee Community Resource Board (TCRB) in accordance with TCA 41-10-105.
  1. No member of the TCRB shall be a paid employee of the TDOC
  2. The TCRB may incorporate as a non-profit organization
- D. The TCRB shall perform the following services:
  1. Assist the Department in developing and utilizing volunteer resources
  2. Work with the network of local parole, probation, and institutional community resource boards on matters of statewide impact
  3. Review and make recommendations regarding the development of programs involving volunteers, as well as oversee such projects and programs (when appropriate)
  4. Coordinate the statewide network of local community resource boards
  5. Meet at least quarterly
- E. An up-to-date schedule of volunteer services shall be posted in each institution in areas where there are high volumes of traffic and which are visible to both staff and inmates. This posting should include both a monthly (calendar month) and weekly schedule to be updated at the beginning of each week.
- F. The Warden shall specify through local policy the lines of authority, responsibility, and accountability for all regular and volunteer staff of the citizen involvement and volunteer service program.
- G. Recruitment, Screening, and Assignment:
  1. Staff members requesting the services of a volunteer should contact the appropriate PSC supervising that activity. If the PSC approves the request, the PSC shall create an appropriate volunteer job in the database. Upon creation of the volunteer job, an approved volunteer can be assigned that duty.

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2. Volunteers shall be recruited from all cultural and socio-economic segments of the community and must be 18 years of age or older. No employee of the TDOC may volunteer at his/her job site.
  3. The PSC at the facility where the volunteer has applied shall screen and interview each volunteer.
  4. The VSC, or other PSC who will be supervising the volunteer, shall document interviews and reference checks.
  5. The VSC shall submit an NCIC Criminal History Request, CR-3552. The CR-3552 will be automatically generated via the volunteer database application. At TDOC facilities, NCIC checks shall be reviewed by the institution's VSC prior to the volunteer beginning his/her duties. At privately managed facilities, the procedures outlined in TDOC Policy #301.04 (Job Requirements), Sections VI.(C) and (G) shall be followed concerning the handling of NCIC checks for volunteers. The Warden shall take appropriate action in the event previously undisclosed offenses are discovered.
  6. The requirements established in Sections VI.(G)(3)(4) and (5) above may be waived by the Warden for special one-time or quarterly activity volunteers (i.e., entertainment, church groups, community sports teams, etc). A volunteer may receive a waiver no more than four times every 365 days at any institution to accommodate those who participate in these special events. VSCs or other PSCs supervising these activities are required to document such visits in the volunteer services database.
  7. Volunteers may provide professional services only when certified or licensed to do so.
  8. With written approval of the Warden, relatives and spouses of employees may work as volunteers at the same work site.
- H. The Warden/VSC shall insure that each approved volunteer is issued an identification badge. The Volunteer Badge, CR-2131, (yellow with photo) shall be used for identification. Designated TDOC staff utilizing the facesheet program shall make the identification badge. The Warden/VSC shall designate a specific day and/or time for approved volunteers to be photographed and to be issued an identification badge. Alternate days may be scheduled at the discretion of the Warden/VSC. Volunteers approved to provide services at more than one institution shall utilize the same ID badge for each site where they have been assigned a service area by the VSC or PSC.
- I. The VSC or PSC shall establish and maintain an electronic file on every approved volunteer via the volunteer services database. Each file shall maintain the following information on each volunteer:
1. A completed Volunteer Application on the volunteer database.
  2. A Volunteer Confidentiality and Policy Agreement/Training Certification, CR-2935, shall be read and signed by the volunteer and kept in hard copy form. Particular attention should be directed to policies concerning security of the institution and confidentiality of information.

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3. Active volunteers shall be recertified annually. Recertification requires a review of the *Volunteer Training Manual*; a review of Policies #115.01, #302.05, and #305.03; and an explanation of the program in which they will be working.
  4. A copy of any license or certification required to perform professional services shall be kept in hard copy form.
  5. A completed NCIC background check on the volunteer database.
- J. The Warden shall designate clerical assistance for the VSC for recordkeeping.
- K. Volunteer files shall be protected from offender access. All files will be maintained in the volunteer database. Files that have been inactive for three years will be archived. Once a volunteer is terminated from volunteering at TDOC institutions, his/her information will be kept on file for 99 years.
- L. The Director of Volunteer Services shall provide quarterly reports to the Assistant Commissioners of Operations and Rehabilitative Services containing the following information:
1. Number of certified/active volunteers
  2. Number of new volunteers since the following quarter
  3. Number of terminated volunteers
  4. Total number of hours worked by volunteers
  5. Individual reports for volunteer hours served in each volunteer service function category
  6. Any other report requested by the Assistant Commissioners of Operations or Rehabilitative Services
- M. Orientation and training for TDOC volunteers is mandatory, and shall follow the guidelines detailed in the *Volunteer Services Training Manual*.
- N. Performance Evaluation and Recognition:
1. Each volunteer or volunteer group shall be evaluated annually using the format in the volunteer database.
  2. On an annual basis, the Warden/VSC shall provide for a means of recognizing the accomplishments and contributions of volunteers. (i.e., volunteer banquet)
- O. Termination: If (after investigation) it is necessary to terminate the services of a volunteer, it shall be the responsibility of the Warden to make such termination action in writing or in person. The Warden shall restrict, postpone, or terminate the services of a volunteer for reasons including, but not limited to, the following:
1. Conduct inappropriate to the situation

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2. Violation of TDOC policy
  3. Unlawful conduct
  4. The addition of a volunteer to an inmate's visiting list at any TDOC or privately managed institution, unless approved by the Warden
  5. Misstatement of fact on the application or failure to inform the VSC of changes in information included in the application
  6. Sexual misconduct, harassment, or sexual abuse
- P. A volunteer may present any grievance related to volunteer services to the TCRB, which shall make recommendations to the Commissioner as appropriate, and may appeal any decision of the TCRB to the Commissioner. The grievant shall submit his/her grievance in writing within 15 working days of the date of occurrence. The TCRB shall respond to the grievance within 15 working days of the date the grievance is received. The grievant may appeal a non-grievance related decision or a grievance related recommendation of the TCRB directly to the Commissioner. The appeal shall be submitted within 15 working days of the date the grievant receives the Board's response or the Board decision is made known. The Commissioner shall respond within 15 working days of the date the grievance is received, or the Board's recommendation for response is received. The Commissioner's response, which is final, shall be mailed directly to the grievant and to the TCRB.
- Q. Local Community Resource Board (LCRB): The institution shall provide for the appointment of a LCRB. All LCRBs shall meet at least quarterly, with the Warden attending at least two of the quarterly meetings per year. The purpose of this board shall be to:
1. Develop a coordinated program plan for utilizing volunteer resources by the institution. The plan shall include, but is not limited to, a coordinated plan for helping inmates reintegrate into society as productive, law-abiding citizens.
  2. Develop policies, procedures, and processes for utilization of volunteer resources by the institution.
  3. Review and make suggestions to the Warden regarding program and policy decisions related to volunteer services and/or other areas that may benefit the institutional operation.
  4. Establish specific programs and goals for utilizing volunteer resources and monitor performance measures to determine whether goals for utilizing volunteers are met.
  5. Participate in regional and statewide volunteer activities.
  6. Encourage participation of an inmate representative from the inmate council at board meetings or make provisions for the inmate council to make recommendations to the Board.

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7. The local CRB shall submit reports to the TCRB detailing its progress in each of the areas above.

R. Ex-offenders may become volunteers, provided the following criteria are met upon approval:

1. The Warden may disapprove volunteer applications of any persons if it is believed that the security of the institution or safety of individuals could be jeopardized. This information shall be entered on the volunteer database.
2. Probation/parole has been completed at the time of application or applicant has approval from his/her probation/parole officer.
3. The three references listed on a volunteer's application all provide positive recommendations.
4. Any special conditions established by the Warden are agreed to in writing prior to the volunteer's completion of the certification process.

S. Volunteers shall not be permitted to work in a location where there is an acquaintance with an offender unless approved by the Warden. Failure to disclose such a relationship shall be grounds for termination.

T. Volunteers shall not be added to the visiting list of an inmate at any institution for one calendar year from the date of termination of volunteer service, unless the inmate is immediate family and was so prior to the volunteer's approval.

VII. ACA STANDARDS: 4-4014, 4-4114 through 4-4122.

VIII. EXPIRATION DATE: September 1, 2011.



**TENNESSEE DEPARTMENT OF CORRECTION  
VOLUNTEER CONFIDENTIALITY AND POLICY AGREEMENT/  
TRAINING CERTIFICATION**

I \_\_\_\_\_ have completed orientation and training for the specific  
(Please Print Name)  
job assigned. Prior to beginning my service for the State of Tennessee, Department of Correction, the following  
were explained to me:

1. I will maintain complete confidentiality of written and verbal information provided to me that is necessary in performing my volunteer service.
2. I will be absolutely immune from liability for acts or omissions within the scope of my assigned duties, except for willful, malicious or criminal acts or omissions or for acts or omissions done for personal gain.
3. I am not eligible for Worker's Compensation benefits from the State of Tennessee if injured in the performance of my volunteer duties.
4. I understand that my volunteer service may be curtailed, postponed or terminated for reasons including, but not limited to:
  - a) Service is no longer required
  - b) The program or activity is completed
  - c) Lack of participation by offenders or volunteers
  - d) Conduct inappropriate to the situation
  - e) Violation of TDOC policy
  - f) Unlawful conduct
  - g) An institutional services volunteer is added to an inmate's visitation list
  - h) Misstatement of fact on application or failure to inform volunteer coordinator of changes in information included in application
  - i) Poor performance rating
  - j) Sexual misconduct, harassment, or sexual abuse
5. I have reviewed and understand the policies listed below which directly affect my work as a volunteer and do agree to abide by these and all other TDOC policies during my tenure of service as a volunteer for the Tennessee Department of Correction.

Volunteer Policies:

115.01 Standards for Volunteer Staff

Other Applicable Policies:

302.05 Sexual Misconduct and Harassment

305.03 Employee/Offender Relationships

I agree to abide by these policies and all other TDOC policies during my tenure as a volunteer for the Tennessee Department of Correction.

\_\_\_\_\_  
SIGNATURE

\_\_\_\_\_  
DATE

**TRAINING CERTIFICATION**

Required orientation and training completed  
on \_\_\_\_\_

\_\_\_\_\_  
SIGNATURE OF TRAINER



**TENNESSEE DEPARTMENT OF CORRECTION**  
**NATIONAL CRIME INFORMATION CENTER (NCIC)**  
**CRIMINAL HISTORY REQUEST**

Date: \_\_\_\_\_

**SECTION I - To be completed by volunteer/employee.**

Name: \_\_\_\_\_  
Last First Middle

DOB: \_\_\_\_\_ SSN: \_\_\_\_\_

SEX: \_\_\_\_\_ RACE: \_\_\_\_\_

**List All Other States Where Person Has Resided or Worked:**

1) \_\_\_\_\_ 2) \_\_\_\_\_ 3) \_\_\_\_\_ 4) \_\_\_\_\_ 5) \_\_\_\_\_ 6) \_\_\_\_\_ 7) \_\_\_\_\_ 8) \_\_\_\_\_

**List All Aliases/Maiden/Legal Names Used:**

1) \_\_\_\_\_  
2) \_\_\_\_\_  
3) \_\_\_\_\_  
4) \_\_\_\_\_  
5) \_\_\_\_\_  
6) \_\_\_\_\_  
7) \_\_\_\_\_  
8) \_\_\_\_\_

\*\*\*\*\*

**SECTION II - To be completed by Volunteer Coordinator and signed by Warden or Designee**

Purpose: New Volunteer/New Employee

Site: \_\_\_\_\_ Contact Person: \_\_\_\_\_

Telephone ( ) \_\_\_\_\_ Fax Number: \_\_\_\_\_

Authorizing Signature: \_\_\_\_\_ Title: Warden/Designee

\*\*\*\*\*

**SECTION III - To be completed by Volunteer Coordinator. (Warden/Designee for employee.)**

Synopsis of Information Obtained: \_\_\_\_\_

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

FBI# (if known): \_\_\_\_\_ SID# (if known) \_\_\_\_\_



**VOLUNTEER**

**DCCO**

**DOE**

**JOHN**

DOB: 01/01/1960

Issued 6/5/2003

*Signature*

**Tennessee Department of Correction**

CR 2131 (Rev. 6-03)

**Photo**